

Uniform Medical Plan Provider Satisfaction Survey

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Michele Ritala, Uniform Medical Plan



Survey Goals

- ✓ Find out how satisfied providers are with UMP
 - UMP compared to “All other plans”
 - Specialist compared to Primary
 - Urban compared to Rural
 - Small Practice Compared to Large Practice
 - High UMP Patient Volume vs. Low
- ✓ Measure awareness of and interest in UMP initiatives
 - Administrative Simplification
 - State Preferred Drug List
 - New and Proposed Online Services

The Survey Tool

- ✓ 7 demographic questions
- ✓ 52 questions (49 scaled and 3 open-ended)
- ✓ 6 composite categories as follows:
 - Provider Relations
 - Network
 - Utilization & Quality Management
 - Pharmacy & Drug Benefits
 - Finance
 - Administration Simplification (Electronic/Technology Tools)

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Survey Sampling Methodology

- ✓ Three survey segment groups:
 - Physician
 - Surveyed at clinic level
 - 1686 surveyed
 - response rate of 25%
 - Mental Health
 - Surveyed at individual level
 - 677 surveyed
 - 52% response rate
 - Rehab non-MD (PT, OT, Speech, DC)
 - Surveyed at individual level
 - 899 surveyed
 - 32.8%

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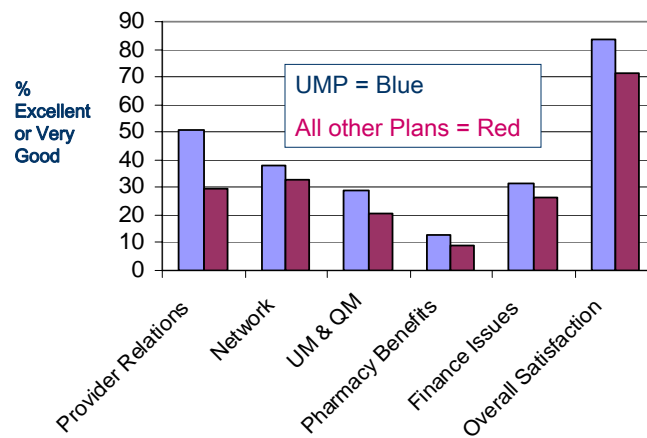
Respondent/Non-Respondent Comparison

Major Variables	% of Responders	% of Non-Responders
Specialists compared to Primary Care		
Specialists	56%	54%
Primary Care	44%	46%
Number of Providers in Practice		
<=5 Providers	77%	78%
> 5 Providers	23%	22%
Urban compared to Rural		
Urban	82%	85%
Rural	18%	15%

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Physician Plan Ratings



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Findings of Significance – Physicians

- ✓ UMP score significantly higher than “all other plans” on all aspects of Provider Relations including credentialing, contracting & responsiveness.
- ✓ Claims – significantly higher in timeliness and accuracy of claims processing
- ✓ Reimbursement Rates – Low but not significantly different than other plans. 41% fair/poor 21% Excellent/very good
- ✓ Firms with more than five providers rated reimbursement significantly lower than smaller firms. 53% said fair/poor.
- ✓ Pharmacy Benefits – Low but not significantly lower than other plans.

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Overall Satisfaction – Significant Findings

- ✓ Rural providers higher overall satisfaction than Urban (92%/79%)
- ✓ Primary Care higher overall satisfaction than specialists (89%/72%)
- ✓ Specialists more likely to be Dissatisfied Overall (10% vs. 3%)

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Urban/Rural Significant Differences

- ✓ Urban providers more likely to be dissatisfied with preauthorization (20%/6%) and appeals process (40%/24%).
- ✓ Rural providers more likely to be satisfied with contracting and credentialing, and the low “hassle factor” (48%/34%)
- ✓ Rural more likely to use OneHealthPort (76%/62%); more interested in EFT than Urban (weighted data: 30% overall; 58% Rural)

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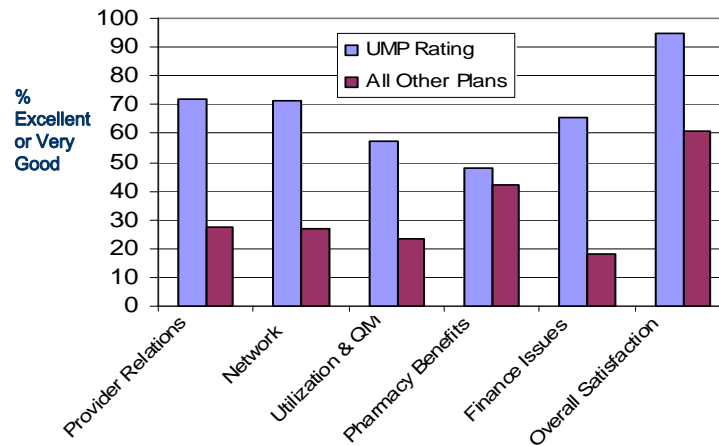
Key Drivers of Satisfaction

- ✓ Timeliness to answer questions or resolve contracting/credentialing problems
- ✓ Accuracy of claims processing/payments
- ✓ Phone access to Medical Review staff
- ✓ Responsiveness and courtesy of Provider Relations Staff
- ✓ Low “hassle factor”

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Mental Health Plan Ratings



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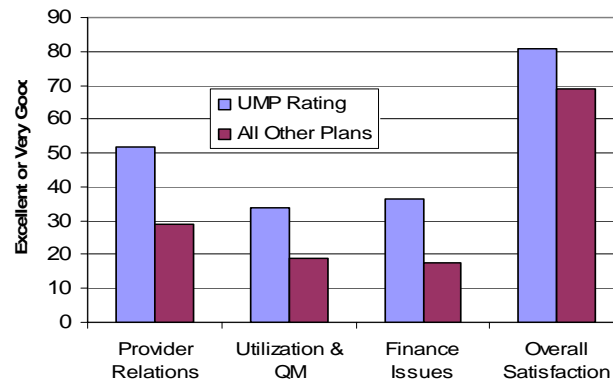
Key Findings – Mental Health

- ✓ Mental health providers rated UMP significantly higher than all other plans in the areas of provider relations, network, utilization management, claims processing, and reimbursement.
- ✓ 94.6% of mental health providers are satisfied with UMP overall, compared to 61% who are satisfied with all other plans.
- ✓ 70% of mental health providers rated UMP's reimbursement rates as being excellent or very good, compared to only 11% for other plans.
- ✓ High response rate and high percentage of solo providers means accurate data.

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Composite Scores – Rehabilitation



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Key Findings - Rehab

- ✓ This group rated UMP significantly higher than all other plans in the areas of provider relations, claims processing, and reimbursement.
- ✓ 92% of Rehab would recommend UMP to other providers and to patients.
- ✓ 80% are satisfied, but there's a core group that is dissatisfied with UMP on a number of issues including appeals, benefit design, and financial.
- ✓ BUT, they are also dissatisfied with other plans on all factors.

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Next Steps

- ✓ Offer online claims processing
 - (30% of all three groups are interested)
- ✓ Improve UMP Web site (60% didn't respond to question)
 - Higher recognition of OneHealthPort than UMP site
- ✓ Continue to Promote OneHealthPort (2/3 aware of it; 2/3 use it)
- ✓ Increase Acceptance of PDL
 - Only 60% aware of it; 35% of those endorse it.
- ✓ Offer EFT to practices with high volume of UMP patients
 - 42% of physicians (weighted data) are likely to be interested. (un-weighted – only 13%)

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Comments or Suggestions?

Michele Ritala

mr107@hca.wa.gov

(206) 521-2032

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